

BLYTH VALLEY CHAMBER MUSIC
(Concerts at Cratfield)

DATA PROTECTION STATEMENT 2011

We hold a range of information about (and from) different categories of people:

CATEGORY OF DATA SUBJECT	DATA HELD	WHEN CREATED?	HELD IN WHAT FORM, BY WHOM?	HOW AND WHEN CORRECTED, OR DELETED?
Members and Patrons	Postal address, phone number and (if given) e-mail address; bank details, if annual subscription paid by standing order	On becoming a Member or Patron	Database (Box Office) Database and hard copy records (Treasurer)	At data subject's request at any time, or after failure to pay annual subscription following a reminder (but will then remain on general mailing-list, if still qualifies); or when notified of their death (but hard copy records retained indefinitely)
Anyone who buys tickets for a concert by post or over the telephone, or who completes a mailing-list form	Postal address, phone number and (if given) e-mail address; record of tickets allocated by Box Office, plus data subject's preferred method of contact by Concerts at Cratfield (e-mail, post or both)	On first buying a ticket or completing a mailing-list form	Database (Box Office)	At data subject's request at any time; or when all on mailing-list asked to confirm wish to remain on the list (not less than every 5 yrs); or after has not booked tickets in advance for three successive seasons; or when notified of their death
	Cheque details and credit/debit card receipts	On buying tickets	Box Office and Treasurer	All records linking a card number or bank details to an individual are shredded when

CATEGORY OF DATA SUBJECT	DATA HELD	WHEN CREATED?	HELD IN WHAT FORM, BY WHOM?	HOW AND WHEN CORRECTED, OR DELETED?
				transaction is complete
Performers and their agents	E-mail address and (if given) postal address and phone number	If sent to or requested by Concert Organiser	Electronic address list and hard copy alphabetical wallet (Concert Organiser)	At data subject's request at any time
Other regular contacts (suppliers, helpers etc)	E-mail address and (if given) postal address and phone number	As and when needed	E-mailed list (Chairman, circulated to Committee members and Box Office)	At data subject's request at any time
Anyone (performer or supplier) whom we pay by BACS or e-transfer	Bank details	At Treasurer's request, from data subject	Hard copy records (Treasurer)	At data subject's request at any time

NOTES

Principles

Blyth Valley Chamber Music is a 'data controller' collecting and using 'personal data' within the Data Protection Act 1998; but as a small non-profit organisation, we are exempt from the need to notify our personal data systems to the Information Commissioner's Office (www.ico.gov.uk). However, our systems are designed to comply with all the principles in the 1998 Act:

- 1 Personal data shall be processed fairly and lawfully;
- 2 Personal data shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes;
- 3 Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed;

- 4 Personal data shall be accurate and, where necessary, kept up to date;
- 5 Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes;
- 6 Personal data shall be processed in accordance with the rights of data subjects under the Act;
- 7 Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data; and
- 8 Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

Application of principles

We apply these principles as follows:

- No personal data will be held other than the categories in the table above, by those identified as holding each category
- Data collected or held will be used only for the purposes described in the table above, by the persons or office-holders named
- No personal data will be passed to any other organisation, save where required by law or with the advance consent of the data subject
- Data subjects have the right at any time, on application to the Box Office (01728 453193) or by e-mail to info@concertsatcratfield.org.uk, to verify what data is held about them and to ask for this to be corrected or deleted
- Anyone connected with BVCM who holds relevant data in an electronic form is required to have regular back-up systems for the data, as well as adequate protection against data corruption or theft.

Special protection: credit and debit cards

- Only Tom Southern and Philip Britton are authorised to have access to individuals' credit and debit card information by taking bookings on our phone line
- Only Tom Southern or someone else authorised by him in writing may process ticket purchases or refunds by credit or debit card via the dedicated terminal at the Box Office address – to which no-one else has access
- No credit or debit card details (card number, start and/or expiry dates, issue number, 3-digit security code etc) will be held in any form, once the transaction for which the cardholder has supplied his/her card details has been completed and a receipt printed by the card terminal; similarly, once the same transaction is complete, the Box Office will shred any written record (eg on a booking form) of the relevant credit or debit card details
- No details about the card or cardholder will be transmitted electronically at any time, except via our dedicated terminal to our Merchant Services Provider (currently Elavon) for the purchase or refund of tickets for our concerts
- The printed receipt confirming a card transaction does not give the cardholder's full card number, nor does this number appear in full on any statements supplied to us by our Merchant Services Provider or bank
- By taking credit and debit card payments for tickets, we are required to comply with the Payment Card Industry Data Security Standard (PCI DSS), verified each year by a self-assessment questionnaire administered on behalf of our Merchant Services Provider.

General

These principles will be reviewed annually by our Committee and an up-to-date copy posted in PDF format on our website, www.concertsatcratfield.org.uk.

Philip Britton

November 2011